

# ONYIA, OLUEBUBE REJOICE

+2348167280789 | [rejoicealex85@gmail.com](mailto:rejoicealex85@gmail.com)

<https://www.linkedin.com/in/oluebube-rejoiceonyia>

ABUJA, NIGERIA.

## PERSONAL STATEMENT.

Thank you for considering my application for this customer service position. I am highly motivated, passionate, and commercially focused team worker who understands how important excellent customer service is to the success of a business.

**In the few last years, I have developed excellent communication and interpersonal skills, which means I will consistently be a positive role model for your services, products and brand.**

I am a high achiever. In addition to attaining excellent academic grades, I was regularly praised by my manager in my previous role for my loyalty, flexibility, and commitment to continuous improvement and development.

**If you hire me, I will ensure how I serve your customers positively impacts company reviews and sales and protects your hard-earned reputation in this industry.**

## EDUCATION

### UNIVERSITY OF NIGERIA, NSUKKA ENUGU

Bachelor of Science (B.Sc.), Biochemistry 2019

### HIS GRACE HIGH SCHOOL ENUGU, ENUGU STATE

West African Senior Secondary School Certificate Examination 2014

### SCHOOL ROAD MODEL NURSERY AND PRIMARY SCHOOL ABA, ABIA STATE

First School Leaving Certificate 2008

## CERTIFICATIONS

---

- **MUST-HAVE TOOLS FOR VIRTUAL ASSISTANTS IN 2023, UDEMY.** August 15, 2023
- **GLOBAL HEALTH AND HUMANITARIANISM, COURSERA Inc.** November, 2022
- **DIPLOMA IN CUSTOMER SERVICE, ALISON** March 2024

## **WORK EXPERIENCE**

---

### **ANCHOR DATAWARE SOLUTIONS, ABUJA [2021]**

**16 Months experience.**

#### **Customer Support Representative.**

- Handled challenging situations with Customers with urgency, empathy and with a pleasant and helpful tone.
- Provide customer service at first point contact. Attend to prospects enquiries via emails, calls, social media DMs.
- Proactively and promptly respond to existing & prospective clients with information on service enquires and manage complaints effectively.
- Update demos and manuals to guide clients and improve experience during registration and application.
- Monitor Google forms (onboarding forms, request for speaking, testimonials & delivery)
- Provide feedback on clients' experience for service evaluation and improvement of processes and services provided.
- Improve customers satisfaction by responding swiftly, communicating consistently, satisfactorily resolving each complaint, and escalating complaints to support teams where necessary.
- Set reminders for clients' birthdays and celebrate them.

### **NATIONAL HEALTH INSURANCE AGENCY, FCT-ABUJA. [NYSC: 2022-2023]**

**12 Months Experience.**

#### **Administrative Officer to the Head of Division CLINIC under Human Resource.**

- Received an average 85% customer satisfaction rating to date, 15% higher than the company average.
- Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in 5% decrease in cancellations.
- Excelled in a team.
- Provided fresh ideas on how to market new and existing products on social media.
- Built strong customer relationship.
- Computation of minutes for seminars and other office presentations using MS Word.
- Filing and retrieving of corporate reports, files and documents.
- Carrying out research on different health related issues.

## **FORKENT TECH LTD, ABUJA, NIGERIA.**

**Till date**

### **CUSTOMER SERVICE REPRESENTATIVE**

Responsibilities:

- Responds to customer inquiries and provided solutions to their concerns
- Handles customer complaints and grievances in a professional manner.
- Maintains accurate customer records and updates.

Achievements so far:

- Successfully resolved 98% of customer queries within the first interaction.
- Developed and implemented a new customer service protocol that resulted in a 23% increase in customer satisfaction ratings

### **ADDITIONAL SKILLS**

- Zendesk
- Microsoft 365/Google workspace
- Conflict resolution
- 105WPM typing speed
- Active listening
- Time management
- CRM Management.

### **INTERESTS**

- Reading
- Studying self-development courses
- Volunteering
- Physical fitness and exercise
- Humanitarian services.

### **REFERENCES**

**Dr. Ossai, E. Chekwube:** Senior Lecturer, Department of Biochemistry University of Nigeria, Nsukka  
Phone: 07038514389 Email: arinzelinus.ezugwu@gmail.com

**Nurse Euphemia C. Ozonweke:** Nurse, National Health Insurance Agency, Abuja.  
Phone: 08033316858

**Mr Chibuogwu Igwebuike Nwobi:** Manager FORKENT TECH LTD, Abuja.

#### **CONTACT DETAILS**

**Mobile: +2348167280789**

**Email: rejoicealex85@gmail.com**